

Sustainability Scorecard 2020



A modern interior space, likely a lobby or reception area, featuring large marble columns and a reception desk. The space is well-lit with recessed ceiling lights. A man in a suit is walking on the left side of the frame. The background wall is covered in marble panels, and there is a large abstract artwork on the right wall. The floor is a light-colored carpet.

HAVE QUESTIONS OR WANT TO LEARN MORE?

Visit us at:

worldexchangeplaza.com/building/sustainability
or [contact us](#) for more information.

OUR SUSTAINABILITY COMMITMENT

Every business is nested within a set of environmental, social and economic constraints. Where some might see barriers, we look for opportunities. For QuadReal, constraints inspire innovation and fuel our entrepreneurial spirit. We hope that our commitment to reducing the carbon footprint of our Canadian operations by 80% by 2050 will unlock new thinking, new synergies and new partnerships. We aim to earn trust and to help our tenants and residents flourish, and our neighbours thrive. We want to do our part.

QuadReal aims to be a global sustainability leader. By delivering on our Sustainability Policy, we will help drive long-term financial value for the British Columbia Investment Management Corporation (BCI) and its clients: representing more than half a million of British Columbia's pensioners. We are committed to continually exceeding the expectations of our tenants, residents, employees and the communities in which we operate through efficiency, engagement, health and innovation.

Read our full Sustainability Policy [here](#).

ABOUT WORLD EXCHANGE PLAZA

Encompassing an entire city block, World Exchange Plaza is a renowned triple A office complex prominently and conveniently located in the centre of Ottawa's downtown core, just steps from Parliament Hill and the new LRT Parliament Station. The two office towers, 100 Queen Street and 45 O'Connor Street, are connected by a multi-level retail concourse and are home to a multitude of on-site amenities, food court, outdoor amphitheatre and an underground parking garage.

ABOUT THIS REPORT

This annual publication is created for our various stakeholders and focuses on two key areas of performance: *Our Footprint* – the combined effect our operations have on the natural environment; and *Our Handprint* – our positive impact on the environment, occupant well-being and the broader community.

Key Performance Indicators (KPIs) associated with energy, water and emissions have been reviewed by a third party for assurance purposes. KPIs associated with waste management are based on a third-party audit.

OUR FOOTPRINT

Measuring current performance, road-mapping a net-zero future



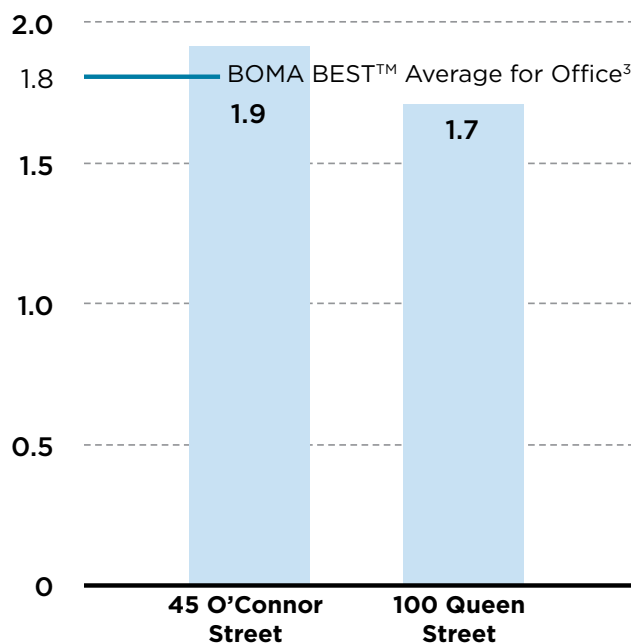
The ecological or carbon footprint remains an important tool in measuring building performance and plotting a course for further emission reductions that support our corporate target of 80% by 2050 and evolving net-zero ambitions. First established as a concept in 1996¹, the carbon footprint represents many of the tangible, measurable aspects of our building operations, specifically energy, water and waste. A full overview of our 2020 performance is presented on page 5.

IMPACTS OF A GLOBAL PANDEMIC

With the onset of the COVID-19 pandemic in early 2020, measuring building performance became yet another challenge for our team to address. Finding ways to make COVID-impacted 2020 performance data matter in relation to past and future performance periods is a priority for QuadReal and our partners.

As we worked with industry stakeholders to establish enhanced, more robust metrics for measuring energy performance beyond 2020 – a major component of our carbon footprint – it was still important to continue to monitor performance and compare against industry benchmarks from this decade-defining year. Industry-leading energy and water conservation infrastructure help ensure World Exchange Plaza maintains comparable emission rates to other green-certified office buildings across Canada.

EMISSION INTENSITY (kgCO₂e/ft²/year)²



¹ Wackernagel, M. and Rees, W. (1996) Our Ecological Footprint: Reducing Human Impact on the Earth. New Society Publishers, Philadelphia.

² kgCO₂e – kilograms of carbon dioxide-equivalent emissions, a measure of greenhouse gases including but not limited to carbon dioxide.

³ BOMA Canada (2021) Building on Sustainability: 2021 National Green Building Report.



OUR HANDPRINT

Reaching tenants and stakeholders, wherever that may be

The Handprint – a measure of the beneficial contribution we make to the natural environment and community¹ – is our attempt to convey the various initiatives undertaken at World Exchange Plaza for the benefit of our building occupants, visitors and larger community. While the hundreds of on-site events, charitable efforts and volunteer opportunities coordinated by our team were largely put on hold throughout 2020, we still found ways to have a positive impact on our community and stay connected, even while physically apart.

THE QUAD NEWSLETTER AND BETTER TOGETHER PROGRAM

World Exchange Plaza was an early participant of a COVID-era tenant engagement effort that would quickly see nationwide adoption by QuadReal office, residential and even retail operations. The ethos of The Quad newsletter to provide a ‘virtual gathering place on health, positivity, well-being and community’ was embodied in each monthly edition through the sharing of helpful resources, thought-provoking articles and feel-good stories to help our tenants feel connected while many adjusted to life away from the office. By mid-2020, The Quad began featuring QuadReal-hosted online workshops, seminars and performances made exclusive to our tenants under the banner of our Better Together program.

URBAN BEEKEEPING PROGRAM

As part of our sustainability program, we ensure our landscaping practices include planting native species and avoidance of pesticide use that can harm birds, butterflies and bees. Working with third-party contractor and beekeeping partner Alvéole, we also maintained on-site hives to encourage honey population and provide learning opportunities for tenants. While we were unable to engage building occupants on site this year, Alvéole continued to offer various workshops to our tenants virtually throughout 2020. The positive feedback from these workshops is testament to the resonance this program has with our building occupants even as many of them worked from home.

1 Norris, Gregory A.: Introducing Handprints: A Net-Positive Approach to Sustainability. 2019. Harvard Extension School. Website: extension.harvard.edu/blog/introducing-handprints-a-net-positive-approach-to-sustainability/.

MEASURING MATTERS










Our journey of carbon reduction at World Exchange Plaza requires a commitment to ongoing performance monitoring in order to track progress against our larger efforts of footprint reduction and handprint enhancement. The results presented here represented performance data and information pertaining to January 1, 2020, through to December 31, 2020.




2020 SUSTAINABILITY SCORECARD

WORLD EXCHANGE PLAZA

100 Queen Street 45 O'Connor Street

	Normalized Energy Use Intensity (NEUI) (ekWh/ft ²)	19.0	21.1
	ENERGY STAR® Score	(combined) 94	(combined) 94
	Water Use Intensity (WUI) (l/ft ²)	15.8	18.3
	Waste Capture Rate	83.0%	83.0%
	Waste Diversion Rate	73.0%	73.0%
	Emission Intensity (kgCO ₂ e/ft ²)	1.7	1.9
	Awards and Certifications	<ul style="list-style-type: none"> • ENERGY STAR® Certified • BOMA BEST™ Platinum • LEED® v2009 EBOM Platinum 	
	Stakeholder Engagement	<ul style="list-style-type: none"> • Launch of our monthly The Quad newsletter and QuadReal's Better Together virtual event platform • Annual Fire Warden Training and Fire Prevention Week • Alvéole on-site beekeeping program • Developed and distributed QuadReal's Return to Work Playbook for tenants as they navigate their own return to the workplace 	
	Community Giving	<ul style="list-style-type: none"> • Financially supported not-for-profits and charitable efforts during COVID, including: <ul style="list-style-type: none"> • Ottawa Food Bank 	



This report represents an annual and ongoing commitment to track and report on our sustainability performance. Thank you for reading.

FOR MORE INFORMATION, PLEASE CONTACT:



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